







ERNEST G. JOHNSON Executive Director

1/V

ARIZONA CORPORATION COMMISSION

October 28, 2009

To: Docket Control

RE: Global Water - Santa Cruz - PETITION

Docket Nos.: SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-

0079, W-02451A-09-0078 and W-01212A-09-0082

Please docket the attached petition containing 219 customer signatures OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission DOCKETED

OCT 2 9 2009

DOCKETED BY

7001 0CT 29 A 9: 4.7

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 82701

Date: 10/28/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Zip.

Home: (000) 000-0000

Street:

na

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

ΑZ

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ 8 CUSTOMERS

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinguencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the first impression of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our

UTILITY COMPLAINT FORM

ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Pamella Kabel & Albert & Carmen White - / Kathleen Ward - Elyse Ricks - Jane Ryszka - Dawn Craft Suzie Swaffield - Pamela Brightwell - Bill Houk - *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/28/09 *End of Comments*

Date Completed: 10/28/2009

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: 👵

Priority: Respond Within Five Days

Opinion

No. 2009 - 82684

Date: 10/27/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Street:

Home:

Work: (000) 000-0000

Maricopa

CBR:

City: State:

ΑZ Zip:

<u>is:</u>

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone

Nature of Complaint:

OPPOSED GLOBAL WATER - SANTA CRUZ - 2 CUSTOMERS

Docket Numbers: SW-20445A-09-0077 W-02451A-09-0078 W01732A-09-0079 W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

From: Maricopa, Arizona Residents

Re: global Water Rate Increase

- * Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinguencies and foreclosures.
- * The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.
- * Maricopa is one of the hardest hit areas in the country with foreclosures. Any of the proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirablity of this area. Associations cannot raise assessments enough to cover this increase which means

landscaped area will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

Doug Zarpa & Rose-Marie Kliban Karen Zupin *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/27/09 *End of Comments*

Date Completed: 10/27/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 82676

Date: 10/27/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Home: (000) 000-0000

Street:

na

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

ΑZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone: (

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ 11 Customers

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

- -The proposed increase will have a detrimental financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.
- -The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- -Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aethetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors and potential buyers.

Violet and Louis Belinger - 2
Ligia Millan Jeffrey Hunsberger - 2
Darrel & Sonja Templeton - 2
Kelly Reese Maggy Farh Tom Lombardino - 4
Chris & Denise Wendt - 4
Erin L Meehan Gary & Shirley Maier Shane Grim *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Docketted 10/27/09 *End of Comments*

Date Completed: 10/27/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 82656

Date: 10/26/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Home: (000) 000-0000

Street:

na

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

ΑZ Zip:

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ - 2 CUSTOMERS

Docket Numbers: SW-20445A-09-0077 W-02451A-09-0078 W01732A-09-0079 W-20446A-09-0080

W-02450A-09-0081 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water, and do so attest with my signature.

Thomas Gibbons -Sandra Meyer & Bob Valenta -*End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/26/09 *End of Comments*

Date Completed: 10/26/2009

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 82654

Date: 10/26/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Home: (000) 000-0000

Street:

na

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

ΑZ

Zip: na

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone: 4

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ 12 Customers

Docket Numbers:

SW-20445A-09-0077

W-02451A-09-0078

W01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

- -The proposed increase will have a detrimental financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.
- -The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- -Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors and potential buyers.

Lonny Gunther
Jennifer Anderson
Bethany Anguiano
Robert Jeune Betty Boigenzahn - /
Thomas R Bauer
Edward & Sharon Dzalak
Laurie Willis - /
Tony & Danielle Kendall Jennifer Pierson Elwood Russell Richard Feleciano *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/26/09 *End of Comments*

Date Completed: 10/26/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 82613

Date: 10/26/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Home: (000) 000-0000

Street:

na

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

ΑZ

Zip: na

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ - 22 CUSTOMERS

No-to-Global- Water Price Increase Petition

Re: Docket Numbers

- SW-20445A-09-077
- W-02451A-09-0078
- W-01 732A-09-0079
- W-20446A-09-0080
- W-02450A-09-0081
- W-01 212A-09-0082

To All Global Water Customers:

Global Water wants the ability to raise our rates over 150% over the next decade. We all understand a company needs to be profitable, but a water company is a utility and should have the public interest in mind. Price gouging and profiteering have never been the American way. To expect the local water company customers to recoup any loss Global Water has experienced due to their past business decisions is unreasonable.

Our rates should be based on competitive pricing and a reasonable ROI. If Global Water is unable to maintain profitability they need to get out of the water business

According to CopaNews.com, Palo Verde Utilities, which is the Global Water division that supplies Maricopa sewer services is currently in the red, this according to Maricopa/Casa Grande General Manager Ed Borromeo. Thus, Global Water really wants financial relief for their sewer charges and is filing an almost 120% rate increase request. They believe they are offering Maricopa customers some relief by requesting a three-year phase-in for their increase. There is a blatant lack of concern for water customers in this strategy. Why isn't this

UTILITY COMPLAINT FORM

part of the overall Global Water profit and loss statement?

In addition to the over the top request for rate increases, Global Water has demonstrated a total lack of understanding of the meaning of customer service. Before they ask for increased rates it would be good to provide increased customer service. Before they lay off customer representatives it would be a good idea to cut back on executive compensation.

We are all experiencing challenges financially and face the reality of investment loss, unlike Global Water we don't have the ability to offset our losses by passing them on to someone else.

If you agree that this is an unreasonable rate increase, please sign the petition to investigate the rationale for approving any rate increase.

Eric Hamilton -Chad & Melissa Muller - 1 Justin & Jessica Crokett -Tyler Pfeifer -Glenda Darlin & Jessica Dippercott -Bradley Taylor -Michael D Turnbow -David & Amy Bannenberg -Cynthia McKay & Dana Cotre - 4 Hugh Maxkey -P Arrayo -Alan Bennett -Ismael Ramos -Sandra Adrian -Elizabeth Corpuz -Margaret & William McLauchlin - 1 Brandy Rig -Neil Schooler -Santiago Lopez - 4
Daniel Laflamme Margaret Garcia -James & Prisilla Walkins -*End of Complaint*

<u>Utilities' Response:</u>

Investigator's Comments and Disposition:

Docketed 10/26/09 *End of Comments*

Date Completed: 10/26/2009

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2009 - 82611

Date: 10/23/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Petition Petition

Home: (000) 000-0000 Work: (000) 000-0000

Street:

na

CBR:

City: State: na ΑZ

Zip: na

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ 11 Customers

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W01732A-09-0079 W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

- -The proposed increase will have a detrimental financial impact on my personal budget as well as my Homeowners Association budget. I have been subjected to an employer-mandatory furlough program this calendar year resulting in personal financial difficulties. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.
- -The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- -Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green. healthy landscaping. Aethetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors and potential buyers.

Diane F Hebert Dan Gusnowsky Phyllis Ostrow Gale Williams Ran Chaturvedi Gregory & Vivian Stamm Sonia Toro Susan & John Lake
Gerardo DeLao Rob Cisneros Paul Wallace *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/26/09 *End of Comments*

Date Completed: 10/23/2009

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion

No. 2009 - 82709

Date: 10/28/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Petition

Petition

Account Name:

Rancho El Dorado Residents

Home: (000) 000-0000

Street:

na

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

ΑZ

Zip: 85138

<u>is:</u>

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

PETITION ------

-----PETITION -----

OPPOSED - GLOBAL WATER - SANTA CRUZ - Signed by 151 CUSTOMERS (see attachment) Representing 125 household accounts

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

- 1) The proposed increase will have a financial impact on our personal budget as well as our Homeowners Association budget. Our HOA is already facing significant challenges due to delinquincies and foreclosures and this will only serve to make conditions worse.
- 2) The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- 3) Maricopa is one of the hardest hit areas in the county for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations

UTILITY COMPLAINT FORM

cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, quests and potential buyers.

Partial address list below: - see attached complete list

DR BRUN -

Tracy & Steven Krebs

Brent Kangas

Lori Wilson

DeAnna Wenson

Grcelda Salcida

Rav & Jen Chaturvedi

Morgan & Aaron Klein

Rob Ashcroft

Meisha Conlon

Maritza Perez

Richard & Kori Tafoya

Paul & Roslyn Gorney

Dennis Senders

Xenia Weir

Daniel Conlan -

Leanne Enomoto & Craig Williams

Kathy Whittaker

Jess & Donnie C Kevichi

Nicole Mangum

William Day -

Ana M Gomez

Esther Vegas -

Sharon Cowles

Jason Scarpa

Paul Keegan Nicolette Magnaye

Jerry Hallberg

Jacob Hoopinmarner

Summer Mitchell

Brvan Ellard

Sean & Melinda Fair

LaVauck & Justin Banks

James McKey

Ramon Campbell

Stephanie & Doug Withrow

Lauren & Scott Graham

Aaron Anderson

Kyle Hawkins

Heather & John Cowan

Rosetta Jackson -

Michael & Tolaydo Johnson

William R Page

Bill Vance

John W Olson Jr

Kevin Hawkings & Lyn Gregg

UTILITY COMPLAINT FORM

Dorothy Nogh Donna & Jeff Hunsberger Rogvel Saspe Robin & Chris Hevly Carla Woerner -Rebecca Herrera Catherine Martin Douglas Jones & Murisu Petiell Maxine & Wm Honie -P Kirkpatrick John & Dorothy Twarog Alther Keegan Sherry Miller Summer Mitchell Don Best Mike & Marsha Quintel Stacey Davis Nathan & Spice Lussier Debra Edwards Kelly Reese Nick Lawlor Charles E Gates Kathryn Paulson Michael Walker Willie & Nuria Broeders

Utilities' Response:

Ramizi Meby Mary Ann Triguaros Ronald E Johnson Rosa G Espin oza Delmi Plumley *End of Complaint*

Investigator's Comments and Disposition:

Docketed 10/28/09 *End of Comments*

Date Completed: 10/28/2009

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									Brooke Olson	Molea Hadon	V K	Ross	Lie CADICAN	Maria Trma Galizan	Two the T. Block	Knah Krelor	Bridge Mills	NAME	Poret